

ARTICLE 19

Billing

Section 1. Regular Billing Procedure. The Cooperative will read the meter and prepare and mail, or email upon request, a bill to all members with traditional residential and commercial rates.

For traditional accounts, meters for each cycle are to be read monthly with an approximate 30-day rotation. The bill is due upon receipt but may be paid at net rates until the cycle's specified net due date.

All bills paid after the net due date must be paid at gross rates, If paid by mail, the postmark does not determine the date paid. Gross rates are 5% higher than net rates.

Members who are on a Prepaid Rate will not receive a bill, since they are billed on an estimated daily basis with a true-up on the billing date of their cycle. They will not pay gross rate penalties.

Section 2. Failure to Pay. All electric bills not received at the Co-operative office by the due date, unless otherwise covered by written contract or agreement, will be issued a disconnect notice. Approximately ten days after the due date, if payment or a payment arrangement has not been received, the account will be disconnected. Power will not be restored until the delinquent bill and any fees have been paid or special arrangements with management have been made.

Section 3. Removal of Penalty. Any member who has paid his electric bill without penalty for at least twelve consecutive months, pays late, but before the disconnect trip is necessary, will be given credit automatically on his account for the amount of the penalty.

Section 4. Payment Made to the Cooperative by Mail and Other Methods. The Cooperative will not be responsible for cash sent through the mail. It is recommended that members paying their bill by mail pay by check, money order, or cashier's check. Members may pay by any method in the office during normal business hours. A night drop box is also present on the grounds to hold payments, but cash in the night deposit is not recommended. Electronic payments may be made through various methods. Members may call the office or read the back of their billing statement to see the many methods of payment available.

Section 5. Returned Payments. At any time a member's payment from a financial institution has been returned, the Cooperative will notify the member of the returned payment and give the member a stated amount of time in which to submit cash, debit card, credit card, cashier's check, or a money order to cover the amount of said check. In addition, a returned check fee will be assessed the member's account and must be paid at the time payment is submitted for the returned check.

If payment is not received by the time specified in the notification to the member, the member's account will be disconnected according to procedures.

Returned payments on PrePaid accounts and the requisite fee will be applied immediately to the account balance. The account will disconnect immediately and without notice on the next business day's balancing if the balance goes below zero.

If a member has two or more returned checks or echecks in a twelve month period, the preceding conditions apply, and the member will be placed on a cash-only basis until credit has been reestablished. This cash only period shall not be less than twelve months.